Client Safety and Referral Policy

As a wellness coach for US Corporate Wellness you are never acting in the role of a professional counselor or health care worker, regardless of your personal educational background or training. Your access to client information is limited to what the client chooses to share; therefore, you should never assume that you have adequate information to make a diagnosis or set treatment protocol for a physical or mental impairment.

If you feel that your client could benefit from professional counseling or medical care, you should refer the client to his or her appropriate provider. Be aware of the Employee Assistance Program (EAP) for each contract, and refer based on available resources. A list of the contact information for EAP programs are posted on the Bulletin Board for each individual contract.

You are to maintain confidentiality of your conversation at all times, unless you feel that the life of your client or another person is in imminent danger.

The National Suicide Prevention Lifeline lists the following suicidal warning signs:

* Threatening to hurt or kill oneself or talking about wanting to hurt or kill oneself
* Looking for ways to kill oneself by seeking access to firearms, available pills, or other means
* Talking or writing about death, dying, or suicide when these actions are out of the ordinary for the person
* Feeling hopeless
* Feeling rage or uncontrolled anger or seeking revenge
* Acting reckless or engaging in risky activities - seemingly without thinking
* Feeling trapped - like there's no way out
* Increasing alcohol or drug use
* Withdrawing from friends, family, and society
* Feeling anxious, agitated, or unable to sleep or sleeping all the time
* Experiencing dramatic mood changes
* Seeing no reason for living or having no sense of purpose in life

If you feel that your client is in imminent danger based on the above warning signs, instruct them to call 911, call the National Suicide Prevention Lifeline at 1-800-273-8255 or visit an emergency room.

Let your client know that you have heard what he or she has said and that you want to help him or her get the support needed. If a family member or co-worker is available, let the client know that you would like them to bring the phone to this person. Tell your client that you are going to share with this person what is going on so that they can get the client help. If your client is alone, ask them for their physical address. If your client becomes angry or more withdrawn, you may tell the client that because you care about his or her safety, you will break confidentiality and contact 911.

If your client has expressed a plan to cause harm to another person, you should notify Suzanna Cooper immediately to determine the appropriate action to protect the intended victim, which may include contacting the local police, warning the intended victim directly or taking other appropriate steps to protect the intended victim.

Following your session, call Suzanna Cooper.